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MAY 5 2003

FCC - MAILROOM

April 29, 2003

Commissions Secretary  
Office of the Secretary  
Federal Communications Commission  
445 12th Street, SW  
Washington, D.C. 20554

Ref: C.G. Docket No. 02-278

Rules and Regulations implementing the Telephone  
Consumer Protection Act of 1991

I work in wonderful Grand Junction  
Colorado at Teleperformance U.S.A.  
I'm working as a TSR. The best thing  
about being a TSR is that you get  
to come to work and meet new  
people try your best to accomplish  
of getting a sale. I have one child.  
The best thing is I can provide  
for my child and my husband. I feel  
very greatfull to God, that I  
currently hold a job at Teleperformance  
USA.

The products that we sell  
has great advantages of helping  
people save money and provided  
them with the best service.

If I would happen to lose my job,  
I would be in a great deal of  
depression, especial because the economy is very  
down. I would be worried because I  
have a family to support and bills  
to pay. I can't leave it up to my husband  
because we wouldn't make it.

"I support Teleperformance USA."

Christina M Castillo  
488 33rd #D6  
Clifton, Co 81520

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FCC, MAY 5 2005 COMMISSION'S SECRETARY

12TH ST S.W.  
WASHINGTON D.C. 20554

CGDOCKET 02-278

Dear FCC,

MAY 5 2005

ECC MAILROOM

I am currently a telemarketer and I am disfavored by your potential action. Not only that but it will endanger the employment status of every telemarketer nationwide. You should take in consideration the less destructive ways to protect consumers, such as company-specific do-not-call lists, devices and services to screen calls, or simply saying no thank you and hanging up the phone. I work at Teleperformance in Grand Junction, CO. I am a TSR (Telephone Service Representative) and I feel proud of my job because it allows me to help others. The products and services that I sell are necessary and beneficial to the customers that I direct them to. I respond to my customers accordingly and in no way do I make an intention to annoy or bother them.

As far as my job importance goes, it is really important to others and I because a lot of the employees here at Teleperformance are students, wives, husbands, fathers, and mothers and they all depend on their jobs to help themselves and support loved ones. Personally, I am a college student at Mesa State College and I depend on my job to afford my student expenses. The impact that telemarketers would face would be drastic and disgusting and it would be detrimental to society as a whole.

I along with many others oppose to the National DNC list and restrictions on Predictive Dialers and I and others support Teleperformance USA's and the American Telemarketing Association's proposed modifications to the FTC rules. I believe that such action being taken is unnecessary and it will be more damaging than helpful. Please consider our thoughts and stances before you attempt to make such a move.

Sincerely,

Misael A. Rivas



**Teleperformance USA**

Here's a guide for preparing the letter:

(Date)

Commission's Secretary  
Office of the Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street, SW  
Washington D.C. 20554

Ref: CG Docket No. 02-278  
Rules and Regulations Implementing the Telephone Consumer Protection Act of 1991

- Where you work (*city & state*) + (*call center or corporate function—detail which one: IT, QA, payroll, client services...*)
- Your job title or function (*i.e., TSR, CSR, Account Manager, QA Supervisor, etc.*)
- How you feel about your job
- How you feel about the products and services you sell and the people to whom you sell them.
- The importance of your job to the well-being of you, your family and your community
- The impact on you and your family should you lose your job
- State that you oppose the National DNC list and restrictions on Predictive Dialers and that you support TeleperformanceUSA's and the American Telemarketing Association's proposed modifications to the FTC rules

Thank you for your full consideration on this topic.

(Your first and last name)

(Your full home mailing address)

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Commission's Secretary  
Office of the Secretary  
Federal Communications Commission  
445 12<sup>th</sup> St., SW  
Washington D.C. 20554

CG Docket No. 02-278

Rules and Regulations Implementing the  
Telephone Consumer Protection Act of 1991

Grand Jet, Co Teleperformance USA  
75R

I feel very good about my job and I also feel great about the fact I am helping people save money and build a trust between Grand Jet and our customers. This job has helped me with my work experience and communications with customers. It also is a off paying job which helps me pay for my financial necessities. In a word, I oppose everything the National DCC has and continues to put into place and I believe they are not kind to people.

In this day I support Teleperformance USA and the decision has been made to do this.

~~proposed modifications to the resume~~

Thanks,

Croy Johnson  
963 Innes Ct #D

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FCC - MAILROOM

Commission's Secretary  
Office of the Secretary  
Federal Communications Commission  
445 12th Street SW  
Washington D.C. 20554

April 28, 2003

Ref. CG Docket No. 02-278

Rules & Regulations Implementing the Telephone  
Consumer Protection Act of 1991

I'm currently employed by Teleperformance USA, a center & in Grand Junction, Colorado. My position is a Telemarketing Sales Representative. I really feel good about my job. It allows me to talk with people of all sorts of ethnic backgrounds from all places around our country, places I personally might never be able to travel to. I feel that on the majority, the people I call on a day to day basis like to know what products & services are available to them even if they may not be interested in receiving them. I add a personal touch to these offers. I bring products & services to people across the nation through the telephone, which, I might add, is an ecological advantage. Flyers, brochures, and any other form of paper advertisements do

321 BUNNISON  
LEAH MARKER  
USA & American Electorate Association passed  
on Predictive Dialers & Support Telephone

Standard propose the Adt, DNC list & restriction  
fairly, but millions of other working families  
lose our jobs, I speak not only for my self & my  
shareage in employment. Please, don't let us  
in Grand Junction where there's a major  
increase the manipulation, especially here  
our already ailing economy. It will definitely  
will lose their employment, further destabilizing  
millions of people like myself across the country  
the loss of 10% of the calling market here

a National Do Not Call list would result in  
like myself. On the other hand, instating  
another way. There always will be, just  
the ones I don't benefit off of didn't

have benefit from some of these calls.  
act towards getting all's regularly. I personally  
numbers, act flushed, & hung up. I myself  
the phone to only sit on hold for the  
bit of a inconvenience to call the number on

piece of paper a question. It's also a little  
bit off to them. It's hard to ask a  
also like to ask questions about what  
in our already over-filled landline. People  
nothing but create unnecessary clutter.

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FCC - MAILROOM

April 29, 2003

Commissioner Secretary  
Office of the Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street, S.W.  
Washington D.C. 20554

Re: C.C. Docket No. 02-278

Rules and Regulations Implementing the  
Telephone Consumer Protection Act of 1991

Teleperformance U.S.A. Grand Junction  
Colorado  
Christ Swind

My name is Linda Leenden Burg,  
I am a TSR at Teleperformance U.S.A.  
I like my job very much, I feel that  
the products and services we sell are  
wonderful, and the people to whom we  
sell are very pleasant. The job means  
a lot to me because I need the work  
and money to live on because I have  
no other income. I would be very  
devastated if I would lose my job. I am  
very opposed to the National DCC - but  
because we are only trying to save  
some of our customers money and to  
help the elderly. I love my job  
very much and I enjoy talking to the

people.

Thank you for your full  
consideration on this topic

Sandra Grassden Burg  
1172 Colorado Ave #C  
Grand Junction, Colorado  
81501



Commission's Secretary  
Office of the Secretary  
Federal Communications Commission

4/29/03

re: CG Docket # 02278

My name is Rita Soderstrom, and I work at Teleperformance USA in Grand Junction Co. I work as a TSR on the phones, Each of us working at this call center takes pride in what and how we do our jobs. We have always respected those we call, if they asked to be taken off our calling we do so. I have worked here for 3 years. I do enjoy my work, after reading the memo on the ~~new~~ National Do Not Call issue I feel the need to let you all know how much ~~is~~ this will hurt our community.

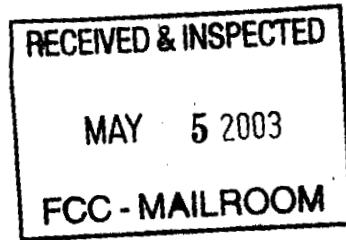
The job market here in Grandjunction is very tuff. We also have a lot of single mothers who work here, a few elderly as well as disabled employees. If this issue is past, we face ~~the~~ unemployment, welfare lines, ect. this will also hurt the over all economy. Please keep in ~~my~~ mind we making adesion, That most of the people we call →

wants the service or product we offer.  
How else could our center stay  
open & the company as a whole stay  
in business? So again I ask please  
help to secure our jobs! Keep us  
out of the welfare system.

After all how hard is it to  
just say no.

Thank You

Rita Sodstrom  
TSR@TPUSA



MT

LOVEMOUNTAIN, ALASKA

2410½ PINE  
BUTTE MT  
59701

4/30/03  
Commissioner's Secretary  
Office of the Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street, SW  
Washington D.C. 20554

CG Docket No. 03-278

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MAY 5 2003

FCC - MAILROOM

WE PROVIDE A VALUABLE SERVICE TO SHOTS WHO DO NOT HAVE SOME ONE TO TALK TO ON A REGULAR BASIS, WE PROVIDE <sup>THEM</sup> WITH A PERSON TO TALK TO WITH A CARING EAR, THEY THANK US FOR CALLING THEM, THEY ALSO ASK US TO CALL THEM AGAIN EVEN THOUGH THEY WILL NEVER PURCHASE ANYTHING, (WE HAVE CONTACTED SOCIAL SERVICES, POLICE DEPARTMENTS TO TRY AND GET THEM HELP)

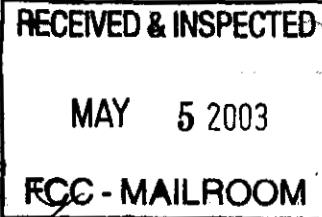
THE SHOT IS REPRESENT 50 PERCENT OF THE PEOPLE WE TALK TO A DAY WE TALK TO OVER A HUNDRED PEOPLE A DAY THAT IS OVER 50 SHOTS A DAY, 300 A WEEK WEEKS, 16,000 A YEAR OUR CENTER HAS OVER 200 EMPLOYEES THAT MEANS OUR CENTER

TALES TO OVER  
3 MILLION SHUT  
INS A YEAR. ~~THE~~  
THAT MEANS THAT  
THERE OVER 3 MILLION  
PEOPLE WHO WANT  
US TO CALL THEM BACK  
THEY ARE HAPPY  
WE CALLED THEM  
OUR CENTER PROVIDES  
HUMAN CONTACT TO  
OVER 3 MILLION  
SHUT INS WHO WOULD  
NOT HAVE SOMEONE TO  
TALK TO. WE  
DO NOT CHARGE  
FOR THIS SERVICE  
TO THE SHUT INS.  
HALF OF OUR OPERATING  
COSTS PROVIDES A SERVICE

*Allentown*

4/30/2003

TO SHUT INS.



# THE PLDERS

THESE PEOPLE'S  
OR THE ELDERLY THAT  
WE CALL RECEIVE  
~~NO~~ CALLS ONLY FROM  
TELEMARKETERS THEY  
DO NOT PURCHASE THAT  
IS OK. THEY ARE  
SHUT IN AND DO NOT  
HAVE ANY ONE TO TALK  
TO THEY ARE HAPPY  
WE CALLED.

WE TALK TO PEOPLE  
WHO HAVE JUST A  
LOST A LOVED ONE  
SOMETIMES WE ARE  
ONLY PEOPLE THAT THEY  
CAN TALK TO THEY  
CRY. WE TAKE TIME  
AND LISTEN TO THEM

WE TALK TO PEOPLE  
WHO HAVE CANCER,  
AND OTHER ILLNESSES

PUTTING ASIDE THE  
PEOPLE THAT ARE GLAD  
WE CALLED AND WHO  
DIDN'T PURCHASE  
ANYTHING, WE PROVIDE  
A NECESSARY SERVICE  
TO THE PEOPLE WHO  
TRY THE SERVICES  
USUALLY CONTINUE FOR  
YEARS WITH THE SERVICE  
WE SAVE PEOPLE MONEY  
ON A WIDE VARIETY  
OF ITEMS, ROAD SIDE  
ASSISTANCE, TUS, VERS  
HOTELS, MOTELS,  
AIRLINE TICKETS, THEME  
PARKS, AMUSEMENT PARKS  
CARNIVAL TICKETS,  
RESTAURANTS, STORES  
WE DO NOT CALL A  
PERSON A SECOND TIME  
IF THEY ASK US NOT TO  
CALL BACK OR THEY ARE  
ON THE DO NOT CALL  
LIST, WE PUT PEOPLE  
ON THE DO NOT CALL LIST

Albert Losenin

ALBERT LOSENIN  
1817 1/2 ADAMS  
BUREAU 5970

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MAY 5 2003

FCC - MAILROOM

To whom it may concern,

Out of the millions of people who are contacted through outbound telemarketing last year alone 1,800,000,000 people brought through Outbound telemarketing . . .

To date, the FTC FCC and other government officials have only heard from the Complainants registered (approximately 70,000) the minority . . .

Once again it is the minority who are responding negatively to Telemarketing . . . who also want to eliminate the opportunity for thousands of telemarketers around the world who are single parents, Children of welfare recipients (whom have chosen to get off the beaten path of welfare), elderly who have been able to supplement their income, and the educated whom all enjoy bringing a little joy and an opportunity to introduce to our customers the wonderful programs and services and products that they would have been unaware of had it not been for the Telemarketing Companies Around the Globe . . .

We are facing a difficult time in which unemployment and welfare are on the rise Please, do not increase the numbers of welfare recipients and the unemployed . . .

Owner to UU majority

Dottie Schaefer  
Performance USA  
Butte Montana

59701

1212 W. Silver St.  
Butte, MT 59701

Commission's Secretary  
Office of the Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street SW  
Washington DC 20554

CG Docket #02-278

7/28/03

Commissioner Secretary

Office of the Secretary

Federal Communications Commission

445- 12<sup>th</sup> St. SW.

Washington DC 20554

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MAY 5 2003

FCC-MAILROOM

REF: CG Docket No. 02-278

Rules + Reg. Implementing Telephone Consumer Protection Act of 1991

I WORK AT THE TELEPERFORMANCE USA CALL CENTER IN BILLINGS, MT AS A TSR. MY JOB IS VERY IMPORTANT TO ME. BECAUSE OF DRAMATIC FINANCIAL REVERSSES IN THE LATE 1980'S, IT IS NECESSARY TO SUPPLEMENT MY RETIREMENT INCOME. I FEEL THE PRODUCTS + SERVICES OFFERED ARE QUALITY ITEMS + THE PEOPLE WHO BUY ARE GETTING DOLLAR VALUE RECEIVED. I FEEL TELEMARKETING IS A COST EFFICIENT METHOD OF MARKETING + ALLOWS SERVICES + PRODUCTS TO BE SOLD AT A LOWER PRICE.

BECAUSE OF MY AGE, 74; AND SOME INFIRMITIES, I LEFT KNEE REPLACEMENT + BONE DEGENERATION IN RIGHT FOOT; IT IS HARD TO OBTAIN EMPLOYMENT. THE WORKING CONDITIONS AT TELEPERFORMANCE USA AFFORD ME EMPLOYMENT I CAN PERFORM. WITHOUT THIS EMPLOYMENT IT WOULD BE HARD TO MAKE ENDS MEET. I OPPOSE THE NAT'L DNC + RESTRICTIONS ON PREDICTIVE DIALERS + SUPPORT TELEPERFORMANCE USA'S + THE AMERICAN TELE-MARKETING ASSOC.'S PROPOSED MODIFICATION TO THE FTC RULES

Doug Armitage  
Butte, MT

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FCC - MAILROOM

To whom it may concern,

I am writing to you on behalf of outbound telemarketers. I feel if you pass this law you will place tons of people out of work. I know if it wasn't for Teleperformance USA I don't know where I would be. It has helped me put my feet back on the ground and turn my life around and make something positive come from it. I feel if you do away with it you are going to force a ton of people to go back on government assistance and so much more. We employee over 100 people here and I know most of them do not get help because we all make to much money. Just let us do our job and go bug the drug dealers and the rapist out there. LEAVE TELEMARKETERS ALONE!!!!!!

Thank you

Stephanie Steely

  
409 1/2 W. Broadway  
Butte, MT 59701

Commission's Secretary  
Office of the Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street SW  
Washington DC 20554

CG Docket #02-278

CG Docket #02-278

Washington DC 20554

445 12th Street SW

Federal Communications Commission

Office of the Secretary

Commissioner's Secretary

Chairman

307 W. Granite #7

Belle Mt 59701

Thain K S

Telephone # 27000

I am writing to express my concern as TSC and  
Tax payer in the possible increased restrictions in  
out bound telephone marketing. This would, I feel,  
increase government and actually lose jobs in  
the private sector when there are already regulations  
in place, especially the Do Not Call listing and  
penalties if not followed.  
about the regulations as more consumers educated  
about the regulations do they actually use it  
if they feel it necessary but 1,800,000,000  
bought thru out bound telephone marketing so not  
everyone feels it use less and a lot  
and 4 million people are employed in personal  
this service so it could be tremendous loss  
for the economy. Just actually have  
people use the regulations in place.

FCC MAILROOM

MAY 5 2003

4/28/03

~~RECEIVED & INSPECTED~~

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MAY 5 2003

FCC - MAILROOM

4/28/03

To whom it may concern:

I am one of the many people employed by out bound telemarketing. Outbound telemarketing has proven to be very beneficial to quite a few people. We provided service to people in a very professional and private manner.

We also work very hard to keep our client best interest in mind. On another point the valuable service and products

that we provide to our customers is one of a kind. Many of the products we provide you can not go to the store and buy

off of the shelf, and many of our customers do not know they can purchase such products. Outbound telemarketers also provide

knowledge of the product, so as a customer you are not purchasing a product without any information concerning the product.

Outbound telemarketers also provide a great service to people who are unable to leave there homes to purchase different items.

Now these are just a couple of example of how out bound telemarketing has proven to be beneficial to quite a few people,

including myself and our customers. I would just ask

that you look at the huge less everyone would have without

out bound telemarketing. Not to mention the job less to all

of us employed by out bound telemarketing.

Commission's Secretary  
Office of the Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street SW  
Washington DC 20554

Thank You  
Tami L Higgins

CG Docket #02-278

Tami Higgins 316 Granite, Butte, MT  
59701

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MAY 5 2003

FCC - MAILROOM

To whom it may concern:

My name is Perry Leiss, I work at an outbound calling center. We employ 6150 people. These are very hard working and dedicated people. Our call center is very professional - we provide good services to credit card customers. I'm writing because of all the new rules and regulations are going to have a great impact on this job market. With all these new rules and regulations outbound telemarketing is going to be a pretty tough job. Eventually there is going to be no more outbound telemarketing which means millions of people will be out of jobs. Everybody has the right to better themselves - Telemarketing is a great job and career. So with that in mind ease up on the rules & regulations.

Commission's Secretary  
Office of the Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street SW  
Washington DC 20554

CG Docket #02-278

Sincerely,

Perry Z.  
516 N. Wyoming  
Butte, MT  
59001

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MAY 5 2003

FCC - MAILROOM

I Chrystal Cook am writing this in regard to outbound telemarketing. I work at Teleperformance USA which employs well over 100 people. If they shut down outbound telemarketing, that would mean all those people out of a job which are trying to support their families and make a living just like everyone else in the world. Our jobs here are to provide valuable services to people only who want them. That are not available elsewhere. I think they should worry more about the people using the government and not working than the people trying to make a living.

Commission's Secretary  
Office of the Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street SW  
Washington DC 20554

CG Docket #02-278

Chrystal Cook  
3607 Oregon  
Butte MT 59701

MAY 5 2003

FCC - MAILROOM

To whom it may concern:

Let me make you aware of how many people work for telemarketing 4 million. Some are paying their way through school, single parents staying off of welfare.

I am just trying to make a point of how much of an impact it would be for 4 million people to lose their jobs.

Also the products & services we provide to our customers is very beneficial. Not only do we maintain the privacy and confidentiality of our customers, But we also provide products that you cannot buy off the store shelves. Outbound telemarketers also provide knowledge of the products these are just a few reasons why outbound telemarketing is beneficial.

Grace Johnson  
2403 Walnut  
Butte MT 59701

Commission's Secretary  
Office of the Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street SW  
Washington DC 20554

CG Docket #02-278